Midland Nursing Home

Performance Report

44 John Street
MIDLAND WA 6056
Phone number: 08 9274 3157

**Commission ID:** 7873

**Provider name:** Labouchere Investments Pty Ltd

**Assessment Contact - Site date:** 10 June 2020

**Date of Performance Report:** 15 July 2020

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* the approved provider’s response to the Assessment Contact - Site report received 19 June 2020.

# STANDARD 2 COMPLIANTOngoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Requirement (a) was assessed for the purpose of this visit. No other requirements were assessed so an overall assessment of the standard was not completed.

The Assessment Team found consumers and representatives interviewed confirmed they are involved in initial and ongoing assessment and planning, including consideration of risks, to inform the delivery of safe and effective care and services. The following specific examples were provided by consumers and representatives during interviews with the Assessment Team:

* Consumers and representatives confirmed they participate in initial and ongoing care planning.
* Two representatives and a consumer reported their satisfaction with the depth of information sought to inform assessment and care planning. One representative described the admission process during the early stages of COVID-19 restrictions. They found staff very helpful, spending time on telephone conversations to capture assessment information.

The Assessment Team found the organisation has processes in place to guide comprehensive assessment and planning of care in partnership with consumers, and/or their representatives as appropriate. The assessment and care planning process is guided by overarching policies and procedures, which were followed by staff as evidenced in the majority of records reviewed.

In relation to one consumer the Assessment Team identified the absence of a formal skin assessment, and the development of a pressure injury. The approved provider submitted a response to the Assessment Team’s report, confirming further action had been taken to remind staff of the required assessment processes. The approved provider’s response included a skin assessment completed for this specific consumer, inclusive of a range of additional pressure management interventions. The skin assessment confirmed the pressure injury identified on 9 June had not deteriorated despite the absence of a formal skin assessment, suggesting appropriate care was being provided.

In relation to another consumer admitted to the service on a Friday afternoon, the Assessment Team identified a request for bedrails could not be actioned as allied health staff could not complete the required assessments before the end of the standard working week. In the approved provider’s response to the Assessment Team’s report they confirmed changes have been made to their admission process and Friday admissions will be avoided whenever possible. If Friday admissions do occur senior clinical staff will have direct involvement in the process to ensure all risk reduction strategies have been considered.

Staff interviewed by the Assessment Team reported they use assessment and planning documentation to understand each consumer’s health and care needs and where there may be risk. Clinical staff reported they complete a range of assessments to identify clinical and personal care needs, to inform development of the care plan. Staff reported consumer health is reviewed at least monthly, and care evaluated. Changes to a consumer’s care plan are entered into the electronic record management system, communicated to staff at handover, and an updated hard copy is made available.

The Assessment Team reviewed consumer files which included all required assessments, and monthly evaluations relating to mobility and transfers, nutrition and hydration, pain, continence, well-being and oral and dental care, completed by nursing and allied health staff.

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

# STANDARD 3 COMPLIANTPersonal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Requirements (a) and (b) were assessed for the purpose of this visit. No other requirements were assessed so an overall assessment of the standard was not completed.

### The Assessment Team found consumers and representatives interviewed stated they receive personal care and clinical care that is safe and right for them. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* Consumers reported they are given the care they need and wish to have.
* A consumer said staff help to organise appointments with a specialist for the many medical issues they have. They said staff always follow up on any changes the specialist may make.
* A consumer confirmed they were assessed by the physiotherapist following a fall and now staff and the physiotherapist help them with walking.
* A consumer said they like to remain in bed all day as they are more comfortable in bed due to their diagnosis. They said they are showered each morning according to their wishes and are looked after well by staff.

The Assessment Team found the service has policies, procedures and assessment tools to support staff in delivering care to meet consumers’ needs, goals and preferences.

The Assessment Team reviewed consumers’ records which reflected individualised care that is safe, effective and tailored to their specific needs and preferences. Documentation reviewed confirms there is regular assessment and planning of consumers’ clinical and personal care.

While the Assessment team did identify a number of incomplete assessments, the approved provider’s response to the Assessment Team’s report included additional detail that informs the delivery of care adequately addressing this, as referred to in Requirement 2(3)(a). There was no evidence of an adverse impact on consumers.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Compliant

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.